

COMMONWEALTH OF MASSACHUSETTS NEW EMPLOYEE ORIENTATION GUIDE



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Human Resources Division

This New Employee Orientation Guide provides you with a central source of accurate information to help you understand some key policies and human resources topics.

We welcome your feedback. Please send your comments and suggestions by e-mail to orientationguide@hrd.state.ma.us

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Table of Contents

Section 1: Welcome to state government!	5
Section 2: State Government Organizational Chart	6
Section 3: Commonwealth Workplace Commitments	7
3.1 Equal Opportunity Employment	7
3.2 Affirmative Action, Equal Employment Opportunity, and Diversity	7
3.3 Sexual Harassment Prevention Policy	7
3.4 Drug-Free Workplace Policy	8
3.5 Public Accommodations Law	8
3.6 Workplace Emergency Policy	8
3.7 Workplace Violence Prevention Policy	9
Section 4: Employee Policies and Procedures	10
4.1 Code of Conduct	10
4.2 Mutual Respect	10
4.3 Campaign and Political Activity	10
4.4 Conflict of Interest and Financial Disclosure Policy	11
4.5 Dress Code	12
4.6 Domestic Violence, Sexual Assault, and Stalking in the Workplace Policy	12
4.7 Expectation of Privacy	12
4.8 Probationary Period	12
4.9 Professional Licenses and Certifications	12
4.10 Public Transparency	13
4.11 Smoking Policy	13
4.12 State Property and Vehicles	13
4.13 Sunshine Policy	14
4.14 Weapons in the Workplace	14
Section 5: Employment Categories	15
5.1 Bargaining Unit Employees	15
5.2 Civil Service Employees	15
5.3 Contract Employees and Intern Positions	15
5.4 Management/Confidential Employees	16
5.5 Seasonal/Intermittent Positions	16
Section 6: Attendance Policies	17

6.1	General Attendance	17
6.2	Flexible Work Arrangements.....	17
Section 7: Leave Policies		18
7.1	Absence from work without pay	18
7.2	Bereavement Leave.....	18
7.3	Blood Donation Leave.....	18
7.4	Bone Marrow Donation and Organ Donor Leave	18
7.5	Contract Employee Positions	18
7.6	Court/Jury Duty Leave	19
7.7	Disaster Volunteer Leave.....	19
7.8	Domestic Violence, Sexual Assault, and Stalking in the Workplace Leave	19
7.9	Family and Medical Leave Act (FMLA)	19
7.10	Personal Leave.....	20
7.11	Sick Leave	20
7.12	Small Necessities Leave.....	20
7.13	Vacation Leave	20
7.14	Volunteer Leave Program	22
7.15	Voting Leave.....	22
7.16	Workers' Compensation Leave.....	22
Section 8: compensation And Salary Administration		23
8.1	Bi-Weekly Pay	23
8.2	Payroll Deductions (Mandatory).....	23
8.3	Payroll Deductions (Optional)	24
8.4	Salary Increases	24
Section 9: Benefits.....		26
9.1	Adoption Tuition Incentives	26
9.2	Employee Expenses and Travel Reimbursements.....	26
9.3	Holidays	26
9.4	Military Pay Provision.....	27
9.5	Retirement System	27
9.6	Ridesharing.....	29
9.7	Optional Benefits	30
Section 10: Career Development and Performance		34
10.1	Training	34
10.2	Tuition Remission Benefits	34
10.3	Performance Appraisals	34
10.4	Performance Recognition Program.....	34
Section 11: Leaving State Service		35
Section 12: Appendices.....		36
Appendix I: Additional Resources and Contact Information.....		36

Appendix II: Publications and Web Links.....	39
Appendix III: Collective Bargaining Units.....	41
Appendix IV: Glossary.....	44
Appendix V: Acronyms and Abbreviations.....	55

SECTION 1: WELCOME TO STATE GOVERNMENT!

"Let the public service be a proud and lively career."

- John F. Kennedy

Our vision is to deliver a state government that is as hard working, talented, and inspiring as the people of Massachusetts. Given the importance of your contribution, we want to ensure that you have a successful start in your new role.

This Guide has been prepared to provide you a general overview of the rights, responsibilities, and benefits of state employment. This Guide is not intended to substitute or replace, overrule or modify any existing federal or state law, agency rule, regulation, policy, and/or collective bargaining agreement. While this Guide may make mention of policy, it is not intended to include every Commonwealth policy. This guide is not a contract, expressed or implied, guaranteeing employment or benefits for any length of time.

If you have questions about any information provided or you are unable to find the answers in this Guide, please contact your supervisor or your Human Resources office.

If you are a manager, please review the [Manager Handbook](#), which covers other topics such as the state budget, procurement, labor relations, job classification, and employee recruitment.

As of March 2017, the contents of the Guide are accurate. However, as information or policies occasionally change, the Guide may not always be the most updated source of information. The latest official policy or law should be relied upon for guidance.

SECTION 2: STATE GOVERNMENT ORGANIZATIONAL CHART

Per our state Constitution, there are three branches of government: Executive, Legislative, and Judicial.

Executive Branch

- Governor
- Lieutenant Governor
- Governor's Council
- Constitutional Officers: Attorney General, Auditor, Secretary of the Commonwealth, and Treasurer and Receiver General
- State agencies including sheriffs and higher education

The Governor has authority over the eight Executive Offices. The Governor's Cabinet is comprised of the Secretaries from the Executive Offices. Members of the Cabinet share the priorities of the Administration, and are tasked with overseeing their respective agencies and developing policies and initiatives to advance the Administration's agenda. Click on the [state government organizational chart link](#) to view the Commonwealth's governmental structure. In addition, click on each department link to learn about each Secretary and visit the agencies he/she oversees.

Legislative Branch

- (Elected every two years)
- Senators (40 members)
- House of Representatives (160 members)

Judicial Branch

- Trial Court
- Appeals Court
- Supreme Judicial Court

To learn more about the structure and functions of state government, including the legislative and budget process, visit our state website at www.mass.gov and the [Secretary of State's website](#).

SECTION 3: COMMONWEALTH WORKPLACE COMMITMENTS

3.1 Equal Opportunity Employment

The Commonwealth is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, gender identity or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

In addition, [Massachusetts General Law, Chapter 151B section 4 \(16\)](#) protects employees on the basis of their disability.

Whenever possible, reasonable accommodations are provided for qualified individuals with disabilities to the extent required by law. If you would like to request a reasonable accommodation, contact your agency ADA Coordinator.

3.2 Affirmative Action, Equal Employment Opportunity, and Diversity

The Commonwealth supports Affirmative Action, Equal Employment Opportunity, and Diversity. Our diversity goal is to value the differences among the Commonwealth's employees. These differences include but are not limited to race, gender, sex, gender identity, gender expression, color, national origin and ancestry, religion, age, mental/physical disability, sexual orientation, veteran's status, organization level, economic status, geographical origin, marital status, communication and learning styles and other characteristics and traits. We are developing an inclusive work environment that capitalizes on each employee's skills, talents and perspectives. Every Executive Branch agency develops and implements an Affirmative Action Plan, which describes specific objectives and agency actions to improve employment practices, policies, procedures and opportunities for protected group members at all levels and occupations department-wide. Contact your agency Diversity Officer if you would like a copy of the plan. The law and these guidelines protect the individual's right to file a complaint without retaliation. Retaliation against a person who files a complaint, based on a reasonable belief that a violation has occurred, whether or not the allegation proves to be true, is illegal.

3.3 Sexual Harassment Prevention Policy

You should experience a work environment free from all forms of discrimination, including sexual harassment. Sexual harassment undermines the integrity of the workplace and the personal dignity of individuals. Massachusetts General Law defines sexual harassment as a form of sex discrimination. Sexual harassment includes unwelcome sexual advances, requests for sexual favors or other behavior of a sexual nature when: 1) Submission to or rejection of such advances, requests or behavior is made either explicitly or implicitly a term or condition of employment or a basis for an employment decision; or 2) Such behavior has the purpose or effect of unreasonably

interfering with work performance; or 3) Such behavior has the purpose or effect of creating an intimidating, hostile, humiliating or sexually offensive work environment.

All complaints of sexual harassment will be investigated and promptly resolved. If you are found to be engaging in sexual harassment in violation of the laws (Title VII of Civil Rights Act of 1964 and [Massachusetts General Law, Chapter 151B](#)) and Commonwealth policy, you may be disciplined.

3.4 Drug-Free Workplace Policy

In a good faith effort to comply with the federal Drug-Free Workplace Act of 1988, we seek to ensure a safe, healthy, and productive work environment for all employees. If you work for a state agency that receives federal grant funding, you must accept all of the conditions required by the federal government regarding controlled substances.

3.5 Public Accommodations Law

State law ([Massachusetts General Law, Chapter 272, sec. 92A](#)) prohibits discrimination based on gender identity in places of public accommodation. While state agencies may still maintain sex-segregated restrooms, locker rooms, and changing rooms, by state law individuals may use the sex-segregated space that is most consistent with their gender identity. This information stems from 2016 guidance issued by the Massachusetts Attorney General's Office (AGO) and the Massachusetts Commission Against Discrimination (MCAD).

3.6 Workplace Emergency Policy

Your work schedule may be impacted when there is an office closing due to inclement weather or for those rare situations where there is an intolerable or unsafe working situation (i.e. lack of electricity or running water). Your agency has designated you as either "Emergency" or "Non-Emergency" personnel. Please check with your supervisor to see which category applies to you. The Governor, or his designee, will contact the Massachusetts Emergency Management Agency (MEMA) and the Human Resources Division (HRD) to publicize the decision regarding Non-Emergency personnel when an emergency affects the staffing of state offices. HRD will contact your Cabinet Secretary and your Division Director regarding the decision of the Governor. Public announcements on www.mass.gov and in the media about delayed openings, early closings, or all day closings will mention whether only Emergency personnel need to be at work. Emergency personnel will be required to report to their assigned work site as scheduled, regardless of an emergency situation, due to the critical nature of their job function such as care and custody of patients and/or prisoners or responsibility for delivering other critically important public services. If you are a State Trooper, Correction Officer, Mental Health Worker, or Developmental Services Worker among other titles, you will always be considered Emergency personnel. You may be designated as Emergency personnel from time-to-time depending on specific circumstances. To learn more about this topic, visit the [HRD Intranet page on Emergency Staffing](#)

3.7 Workplace Violence Prevention Policy

We have a zero-tolerance policy for workplace violence in accordance with [Executive Order 442](#). The purpose of the Workplace Violence Policy is to prevent and minimize the risks associated with workplace violence and to ensure that you, other Commonwealth's employees, contractors and volunteers work in an atmosphere free from such violence. Questions on the policy may be directed to HRD at 617-878-9700.

SECTION 4: EMPLOYEE POLICIES AND PROCEDURES

As an employer, we have some responsibilities to you. As a state employee and public servant, you also have some responsibilities to us in the workplace. Commonwealth employees are expected to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. Employees should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

4.1 Code of Conduct

To ensure you are aware and fully understand your obligations and implications of your actions and/or omissions, you should familiarize yourself with the Code of Conduct that applies to you.. Each Code serves as a guide to educate you on the types of situations that may arise both inside and outside of the workplace and provides specific information concerning violations of the Code and the resulting penalties. If you are covered by a Code of Conduct, you are required to read the Code and sign the Receipt Form, attesting that you have a responsibility to read and comply with the provisions of the Code.

- **Managers and Confidential Employees**

It is important that you as an employee respect and honor the public trust placed in those who work in state government. The Executive Office for Administration and Finance has issued a Code of Conduct for managers and non-union employees. To learn more about this topic, see the [Code of Conduct](#).

- **Bargaining Unit Employees**

If you are a bargaining unit employee, review your collective bargaining agreement as most of these contain a Code of Conduct similar to those covering managers and confidential employees but may also include additional issues or responsibilities unique to your job.

4.2 Mutual Respect

Our Codes of Conduct and some collective bargaining agreements address unacceptable behavior in the workplace. Behaviors that contribute to a hostile, humiliating or intimidating work environment, including abusive language or behavior, are unacceptable and will not be tolerated.

4.3 Campaign and Political Activity

As a public employee, you may engage in political activity as long as such activity 1) is not undertaken during work hours or otherwise using public resources, and 2) does not include soliciting or receiving political contributions. The Campaign Finance Law covers rules about these activities.

Under the Campaign Finance Law ([Massachusetts General Law, Chapter 55](#)) as a compensated state employee you are not allowed to:

- Sell tickets to a political fundraiser or otherwise solicit or collect contributions in any manner, such as by phone or mail
- Serve as treasurer of a political committee
- Allow your name to be used in a solicitation letter or fundraising phone calls
- Help identify people to be targeted for political fundraising
- Use public resources for political campaign purposes, such as influencing the nomination or election of a candidate or the passage or defeat of a ballot question

Under the Massachusetts Conflict of Interest Law, ([Massachusetts General Law, Chapter 268A](#)), **all** state public employees, **whether compensated or not**, are not allowed to:

- Use any public resources or facilities, or the state seal or coat of arms, for campaign purposes
- Engage in any campaign activities during their working hours
- Solicit campaign contributions or services, or anything else of substantial value, from your employees, vendors you oversee, or anyone within your regulatory jurisdiction.
- Represent a campaign (or anyone else) in connection with some matter in which state government has a direct and substantial interest (unless you are a "special" employee; see law for exact definition)

If you need more information, contact the [Office of Campaign and Political Finance](#), the [State Ethics Commission](#), or your agency's legal counsel.

4.4 Conflict of Interest and Financial Disclosure Policy

As a state employee, you must give undivided loyalty to the Commonwealth and act in the public interest rather than for private gain per [Massachusetts General Law, Chapter 268A](#). This law sets forth a minimum standard of ethical conduct for all state employees and officials. The purpose of the law is to ensure that your private financial interests and personal relationships do not conflict with your public obligations. The law governs what you may do on the job, after hours or "on the side," and after you leave public service. It also sets standards of conduct for all state employees and officials. The State Ethics Commission provides free confidential legal advice about how the law applies in a particular situation. We encourage you to seek legal advice from the Commission or your agency's legal counsel if you face a potential conflict of interest.

You may be required to file annual financial disclosure forms with the State Ethics Commission, depending on your position. For more information, contact the [Massachusetts State Ethics Commission](#) (see contact information in [Appendix I](#)).

4.5 Dress Code

Your clothing and appearance should be appropriate and safe for the type of work you perform. Your supervisor will let you know if you are required to have any special clothing and will share agency-specific guidelines.

4.6 Domestic Violence, Sexual Assault, and Stalking in the Workplace Policy

As an employer, we have a zero-tolerance policy for domestic violence, sexual assault, and stalking occurring inside or outside the workplace. Domestic violence is defined by law as a form of abuse among former or present household members, former or current spouses, individuals in substantive dating relationships, individuals who share a biological child, or biological relatives ([Massachusetts General Law, Chapter 209A](#)). If you are a victim, you may qualify for some paid and unpaid leave time. Please see the [Leave Policies](#) section of this Guide. For a complete description of the Commonwealth's Domestic Violence Policy, please refer to the [Policy of Zero Tolerance for Sexual Assault and Domestic Violence](#). Questions on the policy may be directed to the Human Resources Division (HRD) at 617-878-9700. Contact information for a hotline for victims of domestic violence can be found in [Appendix I](#).

4.7 Expectation of Privacy

Any documentary materials or data that you make or receive, regardless of its physical form, may be considered a public record and subject to the Massachusetts Public Records Law. To learn more about the Public Records Law, please refer to the [Secretary of the Commonwealth of Massachusetts Public Division web page](#), or [Massachusetts General Law, Chapter 66](#).

In addition, you should be aware that areas in which you may keep personal belongings, including but not limited to desks, filing cabinets, voicemail messages, and lockers, are the property of the Commonwealth and may be accessed by your agency at any time.

4.8 Probationary Period

If you are a bargaining unit employee, you will serve a probationary period to allow your agency to determine if you can successfully perform all of the duties of your position. The length of your probationary period depends on your particular job, but it is generally six months in duration. Your job description/duty statement describes your responsibilities and the standards for accomplishing the specific tasks or set of duties. Please refer to your respective bargaining unit agreement for specific probationary periods.

If you are a manager or confidential Employee, you are employed at will and do not have a probationary period.

4.9 Professional Licenses and Certifications

If your job requires a professional license or certification, you are responsible for maintaining applicable license(s) and certification(s) in good standing at all times.

4.10 Public Transparency

As part of the Commonwealth's commitment to open and transparency in government, the [Open Checkbook website](#) was created to provide citizens easily accessible and understandable information on how their tax dollars are being spent. The website provides details of payroll and pension information. The name, agency, job title, salary, and earnings of all state employees are listed on the Open Checkbook website. In addition, the name, title, education level, and experience of employees hired in the past six months are posted as well. Please contact your supervisor if you have questions about this area.

4.11 Smoking Policy

You are not allowed to smoke in state vehicles or enclosed workplaces, including but not limited to all buildings owned, leased, or otherwise occupied by the Commonwealth. If you violate the statewide smoking ban, you may be subject to civil penalties and disciplinary action. Please refer to [Massachusetts General Law, Chapter 270 section 22](#) for additional details of the ban.

4.12 State Property and Vehicles

State issued property, such as badges, equipment, vehicles, cell phones, computers, tablets and software, is not for private use. These devices are to be used strictly for work related business, and are not permitted off grounds unless authorized. State issued property must be used in the manner for which it was intended. Upon termination, you will be required to surrender any state issued property.

State issued computers, Internet access, and email accounts are a privileged resource, and must be used only to complete essential job related functions. You are not permitted to download any "pirated" software, files or programs and must receive permission from a supervisor and/or from a MassIT representative before installing any new software on the employer's computer.

If you are required to drive a vehicle for official state business, you must have a valid driver's license appropriate to the type of vehicle(s) you operate and may be required to take a training course. In addition, if you are the driver or passenger in any vehicle being used to conduct state business, you must wear a seat belt at all times, refrain from smoking, stay within the posted speed limits, and adhere to all motor vehicle regulations. For more information, please see the [Operational Services Division, Office of Vehicle Management website](#).

4.13 Sunshine Policy

When you were a job applicant, you were subject to the [Sunshine Policy](#) and [Executive Order 444](#), which requires applicants to disclose in writing the name of any immediate family and people related to immediate family by marriage who is a state employee or elected official. This policy defines ““immediate family member” as your spouse, child, parent, and sibling and those related to you by marriage (i.e. your spouse’s child, parent, and sibling).

4.14 Weapons in the Workplace

The employee Codes of Conduct and State Office Building Regulations prohibit employees from carrying firearms or other dangerous weapons on their person during the performance of official duties or on work premises, except as specifically authorized by the agency/department head or his/her designee. These dangerous weapons include: explosive devices, BB or pellet guns, knives with blades greater than 3” long, mace, pepper spray and stun guns. An employee authorized to carry a firearm is forbidden to display it unnecessarily in public. Exceptions are made for sworn Federal, State, County and Municipal law enforcement officers who are authorized to carry a weapon on state property.

SECTION 5: EMPLOYMENT CATEGORIES

The Commonwealth assigns positions, determines wages and compensates employees for overtime in accordance with state and local laws and the Fair Labor Standards Act (FLSA).

5.1 Bargaining Unit Employees

If you are covered by a collective bargaining agreement, you are required to have a payroll deduction for union dues or agency service fee. If you choose to pay an agency service fee, you are entitled to the same level of union benefits and protections as employees who have chosen to pay union dues.

You will receive information from your union representative to help you with your decision to pay union dues or agency service fee. Once you complete and submit your union dues deduction authorization card or agency service fee deduction request to your agency's payroll office, they will start deducting the amount from your paycheck. If you need additional time to select your deduction option, contact your union representative or steward.

Your employment rights are included in the collective bargaining agreement (union contract). Please see your applicable agreement on the [Collective Bargaining page on the Human Resources Division website](#) for details.

5.2 Civil Service Employees

If you are an employee with permanent civil service status, you should read the rules and regulations outlined in [Massachusetts General Law, Chapter 31](#) and in the [Personnel Administration Rules \(PAR's\)](#) to obtain more information regarding employment transactions and your rights under civil service law. The Human Resources Division has posted information pertaining to a number of common topics on the [Human Resources Division - Civil Service website](#).

5.3 Contract Employees and Intern Positions

If you are a contract employee, you are paid through the Commonwealth's payroll system. You are expected to follow all agency and Commonwealth policies, rules and regulations.

Your agency follows the Department's standard Hiring Procedures including having you sign both a Commonwealth Terms and Conditions Form and the Standard Contract Form. Taxes are withheld from your pay and you will receive a W-2 tax form.

You accrue earned sick leave, but you do not receive personal or vacation leave or any other fringe benefits. In addition, you cannot participate in any employee insurance programs or the

state retirement plan. However, by law, you must contribute to an Alternate Retirement Plan called OBRA (the Omnibus Budget Reconciliation Act of 1990).

5.4 Management/Confidential Employees

Your rights and benefits are outlined in the salary administration rules for managers, confidential and unclassified employees known as the "[Gray Book](#)" and the rules governing paid leave and other benefits for managers and confidential employees known as the "[Red Book](#)".

5.5 Seasonal/Intermittent Positions

If you are a seasonal employee, and work less than 90 consecutive days, you are not covered by a collective bargaining agreement. Seasonal employees work a period of 90 or more consecutive days and are covered by a collective bargaining agreement. Please see the applicable agreement for details.

If you are an intermittent employee, generally defined as an employee who works less than half time, the only benefit you may be eligible to receive is earned sick leave.

SECTION 6: ATTENDANCE POLICIES

6.1 General Attendance

The business of the Commonwealth is diverse. Work hours vary depending on work location and job responsibilities. Your supervisor will provide you with your work schedule. Your breaks are covered by your collective bargaining agreement or by state law. A 30 minute [unpaid meal break](#) is required after six hours of work per state law.

You are responsible for arriving at and leaving work at the agreed upon times in the workweek schedule authorized by your supervisor, including returning on time from all break periods.

If you are unable to report to work, notify your supervisor in accordance with your agency's attendance policy. If you are absent from work without your supervisor's authorization, you may be subject to disciplinary action, up to and including discharge from your job.

Please review your [collective bargaining agreement](#) or the [Red Book](#). Please also see the statewide [Time and Attendance Policy](#).

6.2 Flexible Work Arrangements

Your agency may offer flexible work schedules including part-time work, staggered work hours, flextime, compressed workweeks and telecommuting. If a flexible work schedule is an option at your agency, follow your agency's process for submitting a request. If your agency has flexible work schedules, you must adhere to your agency's guidelines. If you have any questions, please contact your supervisor or your Human Resources Representative. For more information about this topic, please visit the [Alternative Work Options webpage](#).

SECTION 7: LEAVE POLICIES

This section explains how your paid and unpaid leaves and absences are handled. If you have any questions on any topics in this section, please contact your Human Resources Representative.

7.1 Absence from work without pay

If you are absent from work without pay (authorized or unauthorized) this may affect your leave accruals, vacation status, salary adjustments, Group Insurance Commission (GIC) benefits, and/or other benefits.

7.2 Bereavement Leave

During the difficult days when you are dealing with the passing of certain family members, you may be entitled to paid bereavement days. Please consult the [Red Book](#) or your [collective bargaining agreement](#) or contact your Human Resources Representative for further information if you need to use this type of leave time.

7.3 Blood Donation Leave

Subject to prior approval of your supervisor, you may take up to four paid hours during your regular work shift to [donate blood](#). You may use this paid leave up to five times each year between October 1 of one year and September 30 of the following year. Employees who donate blood five times a year are also allowed up to four paid hours to attend the annual Massachusetts State Employees Blood Program award ceremony organized by the American Red Cross, Massachusetts General Hospital, and UMass Memorial Medical Center.

7.4 Bone Marrow Donation and Organ Donor Leave

If you are donating bone marrow, you may receive up to [five paid workdays](#) for the medical procedure and recovery time. If you are donating an organ or part of an organ as part of a transplant procedure, you may receive up to [30 paid workdays](#) for testing, the transplant itself, and recovery time.

7.5 Contract Employee Positions

If you are a contract employee, the only paid leave time you qualify for is [earned sick time](#) and **the first three days of jury duty**. Earned sick leave is covered by [Massachusetts General Law, Chapter 149 section 148C](#). [Massachusetts General Law, Chapter 234A section 48](#) covers jury duty.

7.6 Court/Jury Duty Leave

When you are called for [jury service](#) or summoned as a witness on behalf of any city, town, or county of the Commonwealth, or the state or federal government, you are entitled to leave with pay.

When you submit your certificate of court service to your human resources office, they will compare your regular pay to your jury pay, if any. If your jury pay is greater than your regular pay, you will receive just your jury pay. If your jury pay is less than your regular pay, you will submit your jury check to human resources office and receive just your regular pay for that period.

7.7 Disaster Volunteer Leave

As an Executive Branch employee, if you are certified as an American Red Cross Disaster Relief Volunteer, you may receive up to 15 paid work days in a calendar year if you are called up by the American Red Cross to serve anywhere in the world. You will need prior approval from your agency head and supervisor to use this leave time. For more information, refer to the [Disaster Relief Volunteer Policy](#).

7.8 Domestic Violence, Sexual Assault, and Stalking in the Workplace Leave

As a state employee, if you and/or your children are victims of domestic violence, sexual assault, and/or stalking and need to go to court, attend medical appointments, etc. you may receive up to 15 paid work days of domestic violence leave per calendar year and up to six months unpaid leave. This benefit is provided by [Executive Order 491](#) and applicable agency policies.

If you have any questions, please consult your Human Resources Representative for the name of your agency's Domestic Violence/Sexual Assault, and Stalking Coordinator who will handle your situation privately.

7.9 Family and Medical Leave Act (FMLA)

Under federal law, each year you may be eligible to receive up to twelve weeks, of unpaid, job protected leave for certain family and medical reasons under the Family and Medical Leave Act (FMLA). In addition, we offer you an [enhanced FMLA benefit](#), which allows you to take up to 26 weeks unpaid, in some situations. You may choose to use personal, vacation, and sick time to receive pay during your FMLA leave. See your [collective bargaining agreement](#) or [Red Book](#) for details and or contact your Human Resources Representative to discuss your situation.

7.10 Personal Leave

If you are a full-time or part-time employee hired prior to April 1 of a year, you will be awarded three personal days upon hire. If you were hired between April 1 and June 30, you will be awarded two personal days. If you were hired between July 1 and August 31, you will be awarded one personal day. Part-time employees will be pro-rated, accordingly.

Personal leave is “Use or Lose” time and must be used during the calendar year defined by the [Red Book](#) and [collective bargaining agreements](#). You will not receive pay for unused personal time when you leave your state job.

7.11 Sick Leave

You may use sick leave (which is a conditional benefit) under certain circumstances. You accrue sick leave credits based on hours worked and your accrual is posted on a biweekly basis. If you are a part-time employee, your accrual rate will be prorated accordingly. If you experience time off the payroll without pay, your sick leave accrual rate will be affected. Please consult your respective [collective bargaining agreement](#) or [Red Book](#) for specific details of this benefit.

If you are going to be out sick, you must notify your supervisor or his/her designee of your absence as required by your [collective bargaining agreement](#) (if any) and your agency call-in absence notification procedures. Please contact your Human Resources Representative for more information on procedures for your agency. If you do not follow these procedures, your lost work time may be unpaid and you may be disciplined.

7.12 Small Necessities Leave

As an employee, you may use up to 24 hours of unpaid leave during a 12-month period for the following reasons:

- to participate in school activities directly related to the educational advancement of your son or daughter; or
- to accompany your child or elderly relative to routine medical or dental appointments, or for other professional health care services

This benefit is provided by [Massachusetts General Law, Chapter 149 section 52D](#), and is in addition to any Family and Medical Leave Act (FMLA) benefits you have. You may take this time as unpaid leave or choose to use any available personal or vacation time and in certain situations, sick time. We do not provide you any additional paid leave time for these purposes.

7.13 Vacation Leave

Most employees accrue vacation time on an hourly basis that is reflected in the online timesheet. Some bargaining unit employees earn vacation on a monthly basis, based on the terms of the [collective bargaining agreement](#). The length of your creditable state service determines the number of vacation hours you are credited. You will accrue and receive credit for vacation every

pay period based on the hours you have worked. If you are a part-time employee, you will earn your vacation leave on a pro-rated basis. In a year that you are awarded a higher accrual rate, you will receive your new vacation status on the July 1 that precedes your creditable service date.

Years of Service	Annual Vacation Credits
Less than 4.5 years	2 weeks (10 days) **
4.5 years but less than 9.5 years	3 weeks (15 days)
9.5 years but less than 19.5 years	4 weeks (20 days)
19.5 years or more	5 weeks (25 days)

**If you are a manager or confidential employee, you will accrue 2.4 weeks (12 days) annually during your first 4.5 years.

If you are a newly hired manager or confidential employee who has completed one month of service, you may request to be advanced up to five vacation days. If you opt to receive an advance (requires approval from the Chief Human Resources Officer), you shall not accrue additional vacation credits until sufficient time has accrued to offset the amount of vacation credits that were advanced. Please consult the [Red Book](#) for specific rules governing this advance.

If you are a manager or confidential employee, you may also start with a [higher vacation accrual rate](#) based on your comparable prior work experience.

Time off the payroll without pay will affect your vacation status and accrual rate. Please refer to your [collective bargaining agreement](#) or [Red Book](#) for more information. You may carry over hours of unused vacation time with certain limitations. Any vacation time that cannot be used during the requisite period would be forfeited unless donated to the Extended Illness Leave Bank (EILB).

Leave without pay may affect your vacation status and accrual rate. Please refer to your [collective bargaining agreement](#) or [Red Book](#) for more information. You may carry over hours of unused vacation time (with certain limitations) and any vacation time that cannot be used and would be forfeited can be donated to the EILB.

When you leave state service, you will be paid your unused accrued vacation time.

7.14 Volunteer Leave Program

State Employees Responding as Volunteers (SERV)

Under [Executive Order 479](#), eligible regular state employees with at least six months of service may volunteer during work hours for a Massachusetts public or charter school or approved Massachusetts non-profit in the area of education, environment, health, human services, or public safety. The maximum SERV benefit is one day per month and requires pre-approval from your supervisor. For more information regarding the program, please visit the [SERV website](#).

7.15 Voting Leave

Full-time and regular part-time employees whose hours of work preclude them from voting in a town, city, state, or national election may be granted [leave with pay](#) not to exceed two hours, for the sole purpose of voting in such election. Written approval of the Appointing Authority must be granted before leave with pay can be granted.

7.16 Workers' Compensation Leave

Workers' Compensation Insurance provides you salary protection and medical coverage if you have an injury or illness occurring from a work-related accident. Workers' Compensation insurance is required by state law ([Massachusetts General Law, Chapter 152.](#))

If you suffer from an on-the-job injury or job-related illness, and your claim is approved, you may receive benefits to cover medical costs and offset the loss of wages during your period of disability.

If you are involved in or witness an accident at work, you should report it immediately to your supervisor. Your supervisor will prepare a [Notice of Injury/Illness Report](#) and notify HRD of the accident. A delay or failure to report an on-the-job injury could jeopardize your workers' compensation benefits.

All reported accidents and injuries will be reviewed by an HRD Workers' Compensation Adjuster for liability, disability, and compensability. If your injuries result from your serious or willful misconduct or occur outside the scope of employment, you will not be covered by Workers' Compensation.

Please contact your agency's workers' compensation designee if you require more information.

SECTION 8: COMPENSATION AND SALARY ADMINISTRATION

As a Commonwealth of Massachusetts employee, you are expected to perform to the best of your ability and always provide exceptional customer service. This section reviews the compensation benefits you are offered as an employee and how you are rewarded financially over time.

8.1 Bi-Weekly Pay

As a state employee or contract employee, you will be paid on a bi-weekly basis through a bi-weekly (14-day) payroll system. Under this system, your first payroll advice is issued on the Friday of the week following the normal bi-weekly pay period. Each payday you will receive a payroll advice (online). The payroll advice and/or the online timesheets display this information:

- Gross bi-weekly itemized earnings
- Year-to-date gross earnings
- Net earnings
- Type and amount of deductions
- Sick, vacation, personal, and compensatory time leave balances

Please review your pay advice each pay period to ensure it is accurate as corrections may only be made during a limited timeframe. If you think your pay advice is inaccurate, immediately notify the [Employee Service Center \(ESC\)](#). The ESC contact information is included in [Appendix I](#).

You are required to have direct deposit of your bi-weekly pay. Your net pay will be deposited to a checking and/or savings account(s) at a bank or credit union of your choice.

Your pay advice includes information on those bank accounts receiving direct deposit. Please note your first pay advice ***may*** be a paper check that will need to be deposited or cashed. Once direct deposit has gone into effect, your pay advice will read "non-negotiable." If you would like to change your direct deposit information, log into [Employee Self Service](#) to update your [Direct Deposit preferences](#).

8.2 Payroll Deductions (Mandatory)

Deduction	Description
Federal Tax	Complete W-4 form
State Tax	Complete M-4 form
Medicare	1.45% of "Gross pay" if you were hired on or after April 1, 1986

Deduction	Description
Retirement – Pre Tax (or alternative OBRA for contract employees)	The first \$2,000 is subject to federal tax, not subject to state tax; your contributions in excess of \$2,000 are subject to both federal and state tax.
Additional Retirement – 2% Pre Tax	An additional 2% retirement contribution will be deducted bi-weekly from your paycheck if you have regular annual compensation over \$30,000 and you entered state service on or after January 1, 1979.
Union Dues or Agency Service Fee	This applies only if you are covered by a collective bargaining agreement .

8.3 Payroll Deductions (Optional)

- [Optional Life Insurance](#)
- [Health Insurance](#) which includes Basic Life Insurance
- [GIC Dental and Vision](#) (Managers and Confidential Employees)
- [Long-Term Disability Insurance](#)
- [Massachusetts Deferred Compensation SMART Plan](#) (supplemental retirement savings program) - Pre-Tax
- [Dependent Care Assistance Program](#) (DCAP) – Pre-Tax
 - Mandatory Administrative fee for Dependent Care Assistance Program (DCAP) – Pre-Tax
- [Health Care Spending Account](#) (HCSA) - Pre-Tax
 - Mandatory Administrative fee for Health Care Spending Account (HCSA) - Pre-Tax
- [Qualified Transportation Benefit Program](#) (QTBP) - Pre-Tax
 - Mandatory Administrative fee for Qualified Transportation Benefit Program (QTBP) - Pre-Tax
- [Commonwealth of Massachusetts Employee Charitable Campaign](#) (COMECC)
- Personal deduction to a credit union or bank
- Union-sponsored insurance plans including dental and vision (contact your union for more information)

8.4 Salary Increases

If you are an employee covered by a [collective bargaining agreement](#), your salary rate is established through collective bargaining. The latest agreements including salary charts can be found on the [Human Resources Division website](#).

If you are a manager, your salary increases are determined by the Human Resources Division and are awarded based upon job performance. You can find the current management salary chart on the [Human Resources Division Management Salary Band web page](#).

If you are a confidential employee, your salary increases are determined by the Chief Human Resources Officer and will be equal to the salary increases of the respective collective bargaining agreement.

If you are unsure if you are classified as a manager, confidential, seasonal/intermittent, intern, contract employee, or employee covered by a collective bargaining agreement, please contact your Human Resources Representative for clarification.

SECTION 9: BENEFITS

This section reviews the benefits you are offered as an employee.

9.1 Adoption Tuition Incentives

If you are a full-time or part-time state employee who adopted a child from the Massachusetts Department of Children and Families (DCF) after January 1, 1995, your child may be eligible for tuition benefits at public colleges. The tuition benefit provision of the DCF Adoption Assistance Program provides free tuition at Massachusetts State Universities, Community Colleges, and at the University of Massachusetts. You may need to have a minimum length of state service to qualify and the tuition benefit level will be based on course type. Please see [Executive Order 417](#) for more details.

9.2 Employee Expenses and Travel Reimbursements

Generally, if you are approved to use your own car for work-related travel, you will be reimbursed for mileage. [This mileage reimbursement](#) is intended to cover your cost of garage fees, parking, tolls, and other travel charges. For further information regarding travel expenses, please refer to the applicable [collective bargaining agreement](#) or [Red Book](#). Please note some [collective bargaining agreements](#) have additional benefits. Please check with your Human Resources Representative on your eligibility for other expenses being paid or reimbursement for items such as clothing, meals, or equipment.

You may request a copy of the reimbursement form from your supervisor or online on the [Office of the State Comptroller's website](#). Reimbursements are deposited to your primary direct deposit account and your pay advice will reflect the reimbursement. Therefore, it is important that your updates are reflected in the payroll system, if your bank account information changes.

9.3 Holidays

The State observes the following [paid holidays](#):

Holiday	Date
New Year's Day	January 1
Martin Luther King Day	3rd Monday in January
President's Day	3rd Monday in February
Patriots Day	3rd Monday in April
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1st Monday in September
Columbus Day	2nd Monday in October
Veterans Day	November 11
Thanksgiving	4th Thursday in November

Holiday	Date
Christmas Day	December 25

If a holiday falls on a Sunday, the following Monday is observed as the holiday. If a holiday falls on a Saturday, most employees will be given the preceding Friday off. However, State law requires that state offices remain open on a Friday that precedes a Saturday holiday. This means that a sufficient number of employees will be required to work to provide coverage, and those who do so will be given an additional day off, within a certain amount of time, with the approval of their supervisor. Whenever possible, the following Monday should be used as the additional day off.

9.4 Military Pay Provision

If you serve in the Armed Forces of the Commonwealth (Massachusetts National Guard) including participating in an Annual Tour of Military Duty during your state employment, you will receive regular state pay without losing any ordinary compensation that you would have received, up to a maximum of 34 days per state fiscal year (July 1 to June 30). To qualify for this benefit, you must meet the conditions outlined in the [Massachusetts General Law, Chapter 33](#) sections 38, 40, 41, 42, 59, and 60.

If you participate in an Annual Tour of Military Duty as a member of a reserve component of the Armed Forces of the United States, you will receive regular state pay without losing any ordinary compensation that you would have received, up to a maximum of 17 days per federal fiscal year (October 1 to September 30). You must meet the conditions outlined in the [Massachusetts General Law, Chapter 33](#) section 59 to qualify for this benefit.

Chapter 315 of the Acts of 2014, the Military Pay Act, provides compensation equal to the difference between your state pay and your military pay, if your state base pay is higher than if you are called for active military service after September 11, 2001 in the Army National Guard, the Air National Guard or a Reserve Component of the Armed Forces. This Act applies through September 11, 2019. See link to additional information in [Appendix II](#). Please notify your Human Resources Representative in advance if you will be participating in any military duty.

9.5 Retirement System

If you are a regular state employee working at least half-time, you are required to enroll as a member of the State Employees Retirement System administered by the [State Board of Retirement](#). If you are a contract employee or do not meet the membership criteria of this program, you must enroll in the [Alternate Retirement Plan \(OBRA\)](#). Under Massachusetts Law, the first \$2,000 of combined Retirement and Medicare withholdings is pre-tax for state tax withholding purposes. Your date of hire and rate of pay determine the percentage rate of your bi-weekly retirement deduction.

Date of Hire	Percentage rate of retirement deduction
Hired before January 1, 1975	5%
Hired on or between January 1, 1975 – December 31, 1983	7%
Hired on or between January 1, 1984 – June 30, 1996	8%
Hired on or after July 1, 1996	9%
State Police hired on or after July 1, 1996 – present	12%

If you were hired on or after January 1, 1979, an additional 2% is deducted for retirement on the amount of your salary that exceeds \$30,000.

Your deduction for the Retirement System begins with your first pay advice. The Commonwealth does not contribute a specific percentage per employee towards this program. However, the Commonwealth contributes an overall amount annually to the fund needed to cover any unfunded liability of the System.

If you are a member employed on a full-time basis, you will earn one year of creditable service for each year of service completed. If you are a member employed on a less than full-time basis, you will earn an amount of service that equals your percentage of full-time service (i.e. creditable service is prorated.)

If you re-enter the System with funds on deposit or transfer from another Contributory Retirement System, you maintain your contribution level.

If you were hired before April 2, 2012, generally, you will be eligible for retirement once you have 20 years of service or if you are at least age 55 with at least 10 years of service. If you meet all the eligibility requirements for retirement, you can retire with a retirement allowance up to 80% of the average of your highest 36 consecutive months of regular compensation.

If you were hired on or after April 2, 2012, generally, you will be eligible for retirement once you have 20 years of service or if you are at least age 60. If you meet all the eligibility requirements for retirement, your retirement allowance will be based the average of your highest 60 consecutive months of regular compensation.

Some of your earnings such as certain differentials may have been identified as “regular compensation” for retirement purposes. Social Security benefits may be affected by your state pension under federal law. If you were hired after January 1, 2005, you must sign a [SSA-1945 form](#), which explains the impact of your state pension on your future Social Security benefits.

Please see the following links for additional information:

[SSA Memo: http://www.mass.gov/anf/docs/hrd/policies/files/ssa-memo.doc](http://www.mass.gov/anf/docs/hrd/policies/files/ssa-memo.doc)

SSA Form: <http://www.mass.gov/anf/docs/hrd/policies/files/ssa-form.rtf>

Benefit Guide for the Massachusetts State Employees' Retirement System:

<http://www.mass.gov/treasury/docs/retirement/retguide2016.pdf>

Retirement Groups

State law requires retirement boards to classify an employee's position within one of the [four Group Classifications](#) provided within [Massachusetts General Law Chapter 32 section 3\(2\)\(g\)](#). Group classification can become important when you are seeking to retire, as your classification may affect the formula used for calculation of a retirement allowance. Each group has different eligibility rules and benefits for retirement.

- **Group One** – Members are officials and general employees including clerical, administrative and technical workers, laborers, mechanics, and all others not otherwise classified.
- **Group Two** – Members in this group include probation officers, court officers, and certain correctional positions whose major duties require them to have the care, custody, instruction or supervision of prisoners, and certain positions that provide direct care, custody, instruction or supervision of persons with mental illness or developmental disabilities.
- **Group Three** – Members are exclusively State Police officers.
- **Group Four** – Members include certain public safety officers and officials, correction officers and certain other correction positions, and parole officers or parole supervisors.

9.6 Ridesharing

[MassRIDES](#) is the Massachusetts Department of Transportation's statewide travel option program, providing free assistance if you want to save money or time, and improve your commute. You can go online to the [MassDOT - MassRIDES website](#) to find a carpool partner, join a vanpool, or receive information on transit options for your commute.

9.7 Optional Benefits

Deferred Compensation (Save Money and Retire Tomorrow – SMART Plan)

One of your optional benefits is the Massachusetts Deferred Compensation [SMART Plan](#), a supplemental retirement savings program offered through the State Treasurer and administered by a private financial services provider. Authorized under Section 457 of the Internal Revenue Code, the SMART Plan allows you to save and invest pre-tax dollars for retirement through voluntary salary contributions. You decide, within IRS legal limits, how much of your income you want to defer as this account is solely funded by your own contribution and is not matched or contributed to by the Commonwealth. Your Payroll Department will reduce your paycheck by that amount **before** income taxes and your contributions will be invested, per your instructions, to one or more of the investment options offered under the Plan. There is no employer contribution match. If you participate, a nominal monthly administrative fee will be deducted from your account. Your contributions and earnings that accumulate over the years are not taxed until you withdraw funds. You are allowed to receive a distribution if you separate from service, experience an unforeseeable emergency as defined by the IRS (your estate receives the distribution if you die while still employed). If you participate in the SMART Plan, your pension or Social Security benefits will not be replaced or reduced. For more information, please contact your Human Resources Representative or the SMART Plan (contact information found in [Appendix I](#)).

Dental/Vision Insurance

If you are a manager or confidential employee, please contact your Human Resources Representative for information on enrolling in the [dental/vision plan](#) offered by the Group Insurance Commission. The plan primarily covers managers, confidential employees, legislators, legislative staff and certain Executive Office staff. If you are an employee covered by a [collective bargaining agreement](#), please contact your union representative for more information on enrolling in a dental and vision plan that is offered by a private vendor and funded by a jointly administered labor-management Health and Welfare fund.

Dependent Care Assistance Plan (DCAP)

You may choose to pay certain dependent care expenses, such as childcare and day camp, with pre-tax dollars through the [Dependent Care Assistance Plan](#) (DCAP). This plan is offered by the Group Insurance Commission and is administered by a third party administrator. If you participate, you can significantly reduce your federal and state income taxes. There is a nominal monthly pre-tax administrative fee. It is important to estimate your expenses carefully, as the Internal Revenue Service requires you to forfeit any unused funds at the end of the plan year. You are eligible for DCAP if you work at least half-time and have employment-related expenses for a dependent child under the age of 13 and/or an incapacitated child or adult in your residence. The Open Enrollment period takes place in the spring and coverage goes into effect July 1, following the fiscal year calendar. You must re-enroll each year in the plan if you would like to continue.

Extended Illness Leave Bank (EILB)

You may be eligible to join the [EILB](#) after one full year of state service. This voluntary program allows you to continue to receive wage replacement benefits when you have exhausted all of your accrued leave because of a prolonged illness or injury.

Membership in EILB is limited to specific open enrollment periods (December/January and June/July.) Members must donate one day of leave time per calendar year to maintain enrollment. There are additional eligibility and withdrawal requirements so please contact your Human Resources Representative if you would like to receive more information.

Health Care Spending Account (HCSA)

The [HCSA program](#), offered through the Group Insurance Commission and administered through a third party administrator, allows you to pay for certain non-covered health related expenses with pre-tax dollars, thus reducing your federal and state income taxes. Expenses must be medically related such as office visits and prescription drug co-payments, medical deductibles and coinsurance, eyeglasses, contact lenses not covered by your health or vision plan, orthodontia and dental benefits not covered by your dental plan and other covered expenses.

If you participate in the HCSA, you will be charged a nominal monthly pre-tax administrative fee. It is important to estimate your expenses carefully, as the Internal Revenue Service requires that any unused funds in a participant's account at plan year-end be forfeited. You are eligible to participate in the HCSA plan if you are eligible for GIC benefits. The waiting period to enroll is the same as for health benefits (see [Health Insurance](#)). This program operates on a fiscal year basis. You must re-enroll each year in the plan if you want to continue participating.

Health Insurance

You may choose to enroll in [health insurance](#), which is administered by the Group Insurance Commission (GIC). You can elect to participate in an insurance plan that is a Health Maintenance Organization (HMO), a Preferred Provider Organization (PPO), a Point of Service Plan (POS), an Exclusive Provider Organization (EPO), or an Indemnity Plan. Please contact your Human Resources Representative and see the [GIC Benefit Decision Guide](#) for detailed information regarding your health insurance options.

If you enroll in this optional benefit, your health insurance becomes effective on the first day of the month after you have been employed for two (2) full calendar months or 60 calendar days, whichever comes first. Please note that your first deduction will occur one month prior to the start of your coverage.

Premiums for health insurance are paid bi-weekly through payroll deductions. You pay either 20% or 25% (currently) of the premium based on hire date.

Generally, if you do not enroll in health insurance within 10 calendar days after you begin your employment, you will not be eligible to apply for insurance through the GIC until the annual open enrollment period, which usually occurs during the months of April and May. If you experience certain circumstances (i.e. loss of coverage elsewhere) this may be considered a [qualifying event](#), which allows you to enroll outside of annual open enrollment. If you change your coverage during the annual open enrollment period, the change is effective July 1 of that year.

Life Insurance (Basic)

[Life insurance](#) is offered through the Group Insurance Commission (GIC). See your [GIC Benefit Decision Guide](#) for additional information.

The Commonwealth offers \$5,000 of basic life insurance if you enroll in one of our health insurance plans. You may choose to enroll in basic life insurance without enrolling in the health insurance plan. You and the Commonwealth share the cost of this insurance.

Life Insurance (Supplemental)

[Life insurance](#) is offered through the Group Insurance Commission (GIC). See your [GIC Benefit Decision Guide](#) for additional information.

This term insurance covers you and pays your designated beneficiaries in the event of your death or certain other catastrophic events. You pay 100% of the premium. As a new employee, you may enroll in Optional Life Insurance for coverage up to eight times your salary without the need for any medical review. If you do not elect optional life insurance coverage when first eligible, or do not elect the maximum amount available, you can apply at any time by completing a medical application for the insurance carrier's review and approval.

Long-Term Disability Insurance (LTD)

[LTD](#), offered to you by the Group Insurance Commission, is an income replacement program that protects you in the event you become disabled or are unable to perform the material and substantial duties of your job. It allows you to receive a portion of your salary on a tax-free basis. Employees pay 100% of the premium.

If you are a new full-time or half time employee, who works at least 18.75 hours in a 37.5-hour workweek or 20 hours in a 40-hour workweek, you may apply to enroll in the LTD plan without providing evidence of good health within 31 days of hire. If you do not enroll within 31 days of hire, you are eligible to enroll in the LTD plan at any time but you will be required to provide evidence of good health for the vendor's approval to enter the plan.

Qualified Transportation Benefits

You may participate in a pre-tax benefit program that includes two reimbursement accounts with a nominal monthly administrative fee. The Parking and Transit programs allow you to set aside pre-tax money from your paycheck to pay for certain transportation (public or private mass transportation) or parking expenses (commuter lot or lots near your workplace) and are reimbursed with tax-free dollars from your account(s). To learn more about this program operated by a third party administrator, please see the [transportation benefits](#) page.

SECTION 10: CAREER DEVELOPMENT AND PERFORMANCE

The Commonwealth recognizes that employee development is a strategic tool for continuing your professional growth, enhancing your performance, and increasing your engagement. We offer you multiple paths and platforms for your professional and career development.

10.1 Training

The Human Resources Division provides you career and professional development classes, in addition to other opportunities such as [graduate fellowships](#). The training offered is targeted to all levels of the state workforce, including senior executives, managers, supervisors, professional, technical and support staff. Your agency or union may provide you with additional training. Contact your Human Resources Representative or union for details. To access the online course catalog and register for training opportunities login into the [Performance and Career Enhancement \(PACE\) Learning Management System](#).

10.2 Tuition Remission Benefits

You and your spouse may be eligible to participate in a [tuition benefit program](#). If approved, you may receive 50% or 100% tuition benefit (except for fees, books, and materials) for programs and courses taken on your own time at public community colleges, state colleges, and state university campuses (excluding UMass Medical School and the UMass Dartmouth Law School).

For additional information and eligibility requirements, please contact the [Employee Service Center](#). See [Appendix I](#) for contact information.

10.3 Performance Appraisals

Your job performance will be evaluated twice annually. You and your supervisor will participate in the regular employee appraisal process throughout your career. This gives you and your supervisor an opportunity to discuss your job performance and career development. This evaluation system is called Achievement and Competency Enhancement System (ACES) for managers and Employee Performance Review System (EPRS) for non-management employees. Please check with your supervisor or Human Resources Representative for more information and visit [Performance Reviews & Management Compensation web page](#).

10.4 Performance Recognition Program

You have the opportunity to participate in the annual [Performance Recognition Program](#) that recognizes state employees who make meaningful contributions, which distinguish them from their peers. These special awards focus attention on consistent, positive achievements by both individuals and teams, and recognize those who demonstrate innovation and dedication to their work, concern for the public trust, and a commitment to excellence.

SECTION 11: LEAVING STATE SERVICE

The Group Insurance Commission (GIC) administers [COBRA](#) coverage that allows certain former employees, retirees, spouses, former spouses and dependent children to temporarily continue their existing group health coverage at group rates when group coverage ends as the result of certain employment or life events. The cost for your COBRA coverage is 102% of the full cost group premium. When you leave state service, refer to the benefits options, which can be found on the [GIC website](#).

If you are resigning from your job, please provide at least 2 weeks written notice that includes the last day of work and a mailing address to your supervisor and/or manager.

You may either receive a refund of your retirement contributions, with 20% deducted for federal taxes or roll it over into a tax-qualified plan. Under certain circumstances, there may be a penalty for early withdrawal.

If you leave state service after you are vested and before you are old enough to retire you may leave your retirement contributions in the system and receive a state pension at age 55 (age 60 if you started on or after April 2, 2012).

When you retire directly from state employment, you will receive a cash-out check for 20% of the value of your sick leave balance. In the unlikely event that you pass away while still employed by the state, your estate will receive the 20% sick leave cash out payment.

Because of the many variables connected with your retirement, it is vital that you discuss your situation in advance with a Retirement Counselor at the State Board of Retirement. The contact information for the State Board of Retirement may be found in [Appendix I](#).

Retirement and GIC Changes

If you are retiring, visit the [GIC's website](#) and read the [Retiree/Survivor Benefit Decision Guide](#) to learn about coverage options for health and life insurance as a retiree.

Unemployment Insurance Benefits

Like any employer, the Commonwealth contributes towards the unemployment insurance system on your behalf. In the event you are separated from your position, you may file a claim with the [Division of Unemployment Assistance \(DUA\)](#). Your agency will verify the reasons for your separation and the DUA will determine your eligibility for benefits.

SECTION 12: APPENDICES

Appendix I: Additional Resources and Contact Information

Commonwealth of Massachusetts

Link to State Government

Web: www.mass.gov

Civil Service Commission (CSC)

One Ashburton Place, Room 503

Boston, MA 02108

Telephone: 617-727-2293

Fax: 617-727-7590

Web: www.mass.gov/csc

Deferred Compensation –SMART Plan

Department of State Treasurer

One Ashburton Place, 12th floor

Boston, MA 02108

Toll-free: 1-877-457-1900

Web:

<http://www.mass.gov/smartplan/>

<http://www.mass.gov/treasury>

Division of Unemployment Assistance

Charles F. Hurley Building

19 Staniford Street

Boston, MA 02114

Telephone:

If you are calling from the following area codes: 351, 413, 508, 774, and 978:

1-877-626-6800 (TeleClaim Center)

If you are calling from another area code: 1-800-626-6800

Web:

<http://www.mass.gov/?pageID=dlwdhomepage&L=1&L0=Home&sid=Edwd>

Domestic Violence Hotline

Casa Myrna Vazquez SafeLink

1-877-785-2020

TTY 1-877-521-2601

Group Insurance Commission (GIC)

Charles F. Hurley Building
19 Staniford Street, 4th floor
PO Box 8747
Boston, MA 02114
Telephone: 617-727-2310
TDD/TTY 617-227-8583
Web: www.mass.gov/gic

Employee Service Center (ESC)

19 Staniford Street 6th Floor
Boston, MA 02114
Telephone: 617-979-8500
Toll Free: 1-855-447-7778
Fax: 617-248-0686
Telecom Device for the Deaf TTY: 617-248-0546
E-mail: MassHREmployeeServiceCenter@State.MA.US

MassRIDES

10 Park Plaza, Suite 2180
Boston, MA 02112
Toll free: 1-888-426-6688
Web: www.commute.com

Office of Campaign and Political Finance

One Ashburton Place, Room 411
Boston, MA 02108
Telephone: 617-979-8300
1-800-462-OCPF
Fax: 617-727-6549
E-mail: ocpf@cpf.state.ma.us
Web: <http://www.mass.gov/ocpf/>

Social Security Administration (SSA)

10 Causeway Street
Room 148
Boston, MA 02222
Toll-free: 1-800-772-1213
TTY: 1-800-325-0778
Web: www.ssa.gov

State Ethics Commission

One Ashburton Place, Room 619
Boston, MA 02108
Telephone: 617-371-9500
Toll free: 1-888-485-4766
Fax: 617-723-5851
Web: <http://www.mass.gov/ethics/>

State Board of Retirement

Boston Office:

One Ashburton Place, 12th Floor
Boston, MA 02108
Telephone: 617-367-7770
Toll Free: 1-800-392-6014 (in MA only)
FAX: 617-723-1438
Email: srb@tre.state.ma.us
Web: www.state.ma.us/treasury/srb.htm

Springfield Office:

436 Dwight Street, Room 109
Springfield, MA 01103
Telephone: 413-730-6135
FAX: 413-730-6139

Appendix II: Publications and Web Links

Link to alphabetical list of all state agencies

<http://www.mass.gov/portal/global-agency-list.html>

Citizens' Guide to State Services

<http://www.sec.state.ma.us/cis/ciscig/guide.html>

Disaster Relief Volunteer Policy

<http://www.mass.gov/anf/docs/hrd/policies/files/disaster-relief-volunteer-leave.rtf>

Diversity Executive Order

<http://www.mass.gov/courts/docs/lawlib/eo500-599/eo526.pdf>

Emergency Office Closing Memo

http://www.hrd.state.ma.us/agency_services/AS_Manage_Workforce/Emergency_Staffing/Emergency_Office_Closings.doc

Emergency Staffing Memo

http://www.hrd.state.ma.us/agency_services/AS_Manage_Workforce/Emergency_Staffing/emergency_notification_procedures.doc

Executive Orders

<http://www.mass.gov/courts/case-legal-res/law-lib/laws-by-source/exec/>

Family and Medical Leave Act Toolkit

<http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/leave-program/fmla/>

Gray Book – salary administration rules for managers, confidential, and unclassified employees

<http://www.mass.gov/anf/docs/hrd/policies/publications/pol-graybk.pdf>

Key Department Contacts (department heads; chief financial officers, etc.)

<http://www.mass.gov/comptroller/statewide-key-contact-lists.html>

Manager Handbook

<http://www.mass.gov/anf/docs/hrd/policies/publications/manager-handbook.doc>

Massachusetts General Law (M.G.L.)

<https://malegislature.gov/Laws/GeneralLaws>

Mentoring and Voluntary Services Leave Executive Order

<http://www.mass.gov/courts/docs/lawlib/eo400-499/eo479.pdf>

Military Pay Act

<http://www.mass.gov/anf/employment-equal-access-disability/employee-benefits-and-comp/military-pay-act/>

Red Book: Rules governing paid leave and other benefits for managers and confidential employees

<http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/leave-program/red-book/>

Time and Attendance Policy

<http://www.mass.gov/anf/docs/hrd/policies/files/time-attendance-policy.doc>

Appendix III: Collective Bargaining Units

Description, Common Titles, and Link to Agreements

Unit 1 Clerical and Administrative: National Association of Government Employees (NAGE)

- Examples of titles: Administrative Secretary, Clerk, Job Services Representative, Job Specialist, Office Support Specialist
- [Collective Bargaining Agreements Guide: http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/collective-bargaining-agreements-guide-to.html](http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/collective-bargaining-agreements-guide-to.html)

Unit 2 Service and Institutional: Alliance, AFSCME-SEIU, AFL-CIO

- Examples of titles: Facility Service Worker, Laborer, Licensed Practical Nurse, Mental Health Worker, Developmental Services Worker, Nursing Assistant, Youth Services Group Worker
- [Unit 2 Collective Bargaining Agreements: http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/collective-bargaining-agreements-unit-2.html](http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/collective-bargaining-agreements-unit-2.html)

Unit 3 Skilled Trades: National Association of Government Employees (NAGE)

- Examples of titles: Carpenter, Electrician, Maintenance Equipment Operator, Maintenance Working Foreman, Painter, Steam Fireman, 3rd Class Power Plant Engineer
- [Unit 3 Collective Bargaining Agreements: http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-3-collective-bargaining-agreements.html](http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-3-collective-bargaining-agreements.html)

Unit 4 Correction Officers: Massachusetts Correction Officers Federated Union (MCOFU)

- Examples of titles: Correction Officer, Industrial Instructor, Recreation Officer
- [Units 4 and 4A Collective Bargaining Agreements: http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-4-and-4a-cba.html](http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-4-and-4a-cba.html)

Unit 4A Correction Captains: New England Police Benevolent Association (NEPBA)

- Examples of titles: Correction Captain
- [Units 4 and 4A Collective Bargaining Agreements: http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-4-and-4a-cba.html](http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-4-and-4a-cba.html)

Unit 5 Investigators: Coalition of Public Safety (COPS)

- Examples of titles: Environmental Police Officer, Parole Officer, Special Investigator
- [Units 5 and 5A Collective Bargaining Agreements: http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-5-and-5a-cba.html](http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-5-and-5a-cba.html)

Unit 5A State Police: State Police Association of Massachusetts (SPAM)

- Examples of titles: Trooper, Trooper First Class, Sergeant
- **Units 5 and 5A Collective Bargaining Agreements:** <http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-5-and-5a-cba.html>

Unit 6 Professionals: National Association of Government Employees (NAGE)

- Examples of titles: Accountant, Compliance Officer, Contract Specialist, Counsel, EDP Systems Analyst, Program Coordinator, Systems Programmer/Systems Supervisor, Tax Auditor, Tax Examiner
- **Unit 6 Collective Bargaining Agreements:** <http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-6-cba.html>

Unit 7 Professional Health Care: Massachusetts Nurses Association State Chapter of Health Care Professionals (MNA)

- Examples of titles: Health Care Facility Inspector, Nurse Practitioner, Occupational Therapist, Physician, Psychologist, Registered Nurse
- **Unit 7 Collective Bargaining Agreements:** <http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-7-cba.html>

Unit 8 Social and Rehabilitative: ALLIANCE Local 509 SEIU, AFL-CIO

- Examples of titles: Benefit Eligibility and Referral Social Worker, Child Support Enforcement Specialist, Correctional Program Officer, Human Services Coordinator, Qualified Vocational Rehabilitation Counselor, Social Worker
- **Units 8 and 10 Collective Bargaining Agreements:** <http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-8-and-10-cba.html>

Unit 9 Engineers and Scientists: Massachusetts Organization of State Engineers and Scientists (MOSES)

- Examples of titles: Civil Engineer, Engineering Aide, Environmental Analyst, Environmental Engineer, General Construction Inspector, Regional Planner
- **Unit 9 Collective Bargaining Agreements:** <http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-9-cba.html>

Unit 10 Education: ALLIANCE Local 509 SEIU, AFL-CIO

- Examples of titles: Educational Specialist, Librarian, Teacher, Vocational Instructor
- **Units 8 and 10 Collective Bargaining Agreements:** <http://www.mass.gov/anf/employment-equal-access-disability/hr-policies/hrd-publications/unit-8-and-10-cba.html>

Unit 11 Fire Protection: International Association of Fire Fighters

- Examples of titles: Firefighter, Lieutenant
- Contract: Contact the Military Division

Appendix IV: Glossary

Accessibility:

The absence of access barriers. When a site, building or portion thereof complies with ADA guidelines.

Achievement and Competency Enhancement System (ACES):

Management online tool used to evaluate and provide professional development to Executive Branch managers.

Affirmative Action:

The development of a program by taking specific steps to identify, recruit, hire and/or develop for advancement, persons who are identified as part of specific protected classes. An employer demonstrates its willingness to remedy past acts of discrimination against specific groups by developing goals and timetables, and mechanisms through which success is measured, with an ultimate goal of achieving a diverse workforce.

Americans with Disabilities Act (ADA):

Legislation that gives civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, sex, national origin and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services and telecommunication.

Appointing Authority or Appointing Officer:

Any person, board or commission having the power of appointment or employment.

Bargaining Unit:

An appropriate grouping of employees represented on an exclusive basis by a labor organization. "Appropriate" for this purpose means that it is a grouping of employees who share a community of interest.

Bradford Fellowship:

Harvard University's John F. Kennedy School of Government and the Commonwealth of Massachusetts offer Executive Branch managers the opportunity to attend the University's Mid-Career Master in Public Administration Program.

The Mid-Career MPA Program is designed for experienced professionals who are college graduates, and who are dedicated to public sector management. This fellowship provides a unique means to pursue a well-recognized program of study, enhancing management and public policy analysis skills, which are so vital within this state government environment.

Budgeted Funds:

Include financial activities that are authorized by the legislature and controlled through appropriations.

Capital Project Funds:

Capital Project Funds are for acquisition, long-term construction and development activities legislatively authorized, but largely funded through bonds and federal receipts.

Chief Human Resources Officer (CHRO):

Also known as the Personnel Administrator. The Human Resources Division's agency head.

Class:

A group of positions sufficiently similar in respect to the duties and responsibilities thereof that the same or similar requirements are demanded of incumbents; used interchangeably with "title," except in the labor service.

Classification Specification:

An official description of the characteristics, duties, responsibilities and qualification requirements of a class.

Classification Reallocation (Upgrading):

The official subsequent placement of a class job title in a higher job group in a salary schedule.

Code of Conduct:

Policy that sets standards of conduct for public employees engaged in official business relationships.

Commissioner/Board Member:

Incumbents of Commissioner or Board Member positions usually are appointed by the Governor (or are subject to approval by the governor). Such positions are exempt from Civil Service Laws unless expressly subjected to Civil Service by statute.

Compensation:

The rate of wages or salary paid to an employee in accordance with an authorized and established classification and pay plan.

Confidential Employee:

A non-managerial employee whose position has been designated confidential by the Chief Human Resources Officer. A confidential employee directly assists and acts in a "confidential" capacity to a managerial or other category of employee excluded from coverage under [Massachusetts General Law, Chapter 150E](#).

Contract Employee:

An individual, who is employed through an individual contract, does not occupy a state position, nor contribute to the State Retirement System or group insurance programs, but who must contribute to the Alternate Retirement System. A contract employee is not eligible for GIC life, health, LTD, dental/vision, or HCSA benefits. A contract employee has an employee-employer relationship pursuant to individual contracts with the Commonwealth.

Contract Position:

A contract position is a position that is funded from the CC, HH, JJ, MM or NN subsidiaries in the Comptroller's Expenditure Classification Plan. Positions of this type are not covered by Civil Service law and generally are not provided benefits.

Disability:

A physical or mental impairment that substantially limits one or more of the major life activities. (ADA)

Disabled Veteran:

Any veteran who has a continuing service-incurred disability of not less than ten percent based on wartime service for which he is receiving or entitled to receive compensation from the Veterans Administration or, provided that such disability is a permanent physical disability, for which he has been retired from any branch of the armed forces and is receiving or is entitled to receive a retirement allowance; or has a continuing service-incurred disability based on, wartime service for which he is receiving or is entitled to receive a statutory award from the Veterans Administration.

Discharge:

The permanent, involuntary separation of a person from employment by an Appointing Authority.

Discrimination:

Illegal treatment of a person or group (either intentional or unintentional) based on race, color, creed, religion, ancestry, national origin, age, disability, sex, marital status, or sexual preferences or political or union affiliation.

Diversity:

The inclusion, integration, awareness and appreciation of various cultures within a workforce and the opportunity for the maximum utilization of individual members' talents, skills and perspectives with a view towards increasing the organization's productivity

Diversity Officer:

A highly placed individual within the organization who has the authority and responsibility to implement the organization's Affirmative Action and Diversity Plans.

Domestic Violence:

A form of abuse among family, or household members, which includes those individuals who are or have been involved in a substantive dating relationship.

Duty:

A work activity, function, or mission recognized by management as being a principal responsibility of a position.

Employee Service Center (ESC)

The ESC serves as the single point of contact for employee Self-Service support, including time and attendance reporting, updating employee information, verifying leave balances, resetting your Employee Self-Service password, entering your time if you are unable to do so, among other services.

Emergency Personnel:

Department /agency designated individuals required to report to their assigned work-site as scheduled, regardless of an emergency situation, due to the critical nature of their job functions. Emergency personnel are generally charged with the care and custody of patients and/or prisoners or are responsible for the delivery of other critically important public services. All employees in classifications such as State Police Trooper, Mental Health Worker, Developmental Services Worker and Correction Officer, by their nature, will always be considered Emergency Personnel.

Employee Performance Review System (EPRS):

A performance evaluation tool designed to aid in the communication between employees and their supervisors. Consisting of three stages, the EPRS helps define employee duties and the criteria for which job performance will be evaluated.

Entry-Level:

A position having a title that is the lowest in a series of titles in a municipal or state classification plan, whether or not higher titles in the same job series exist in the same department.

Equal Opportunity:

An organization's effort to ensure that all personnel and service programs, policies and practices will be formulated and conducted in a manner that provides equal access for all employees. As part of this effort organizations will ensure that employment and service provision policies will be based solely on the individual eligibility, merit or fitness of applicants, employees and recipients of services for jobs and services without regard to race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, gender identity or any other status protected by applicable law.

Executive Order:

A written directive by the President of the United States or Governor of an individual state.

Extended Illness Leave Bank (EILB):

Voluntary program to assist Executive Branch employees who experience an extended illness or injury, which provides wage replacement during an extended leave of absence.

Family and Medical Leave Act (FMLA):

The federal Family and Medical Leave Act of 1993 as amended in 2009 allows employees who meet certain criteria to take up to 12 weeks unpaid leave per year for purposes of birth, adoption, foster placement, or a serious health condition of the employee or their spouse, parent, or child. The Commonwealth offers Executive Branch employees a more generous leave referred to as Enhanced FMLA. Please see your applicable union contract or the Red Book for further details.

Fiscal Year:

Massachusetts fiscal years run from July 1 - June 30. Fiscal year is named for year in which it ends, so FY'18 begins July 1, 2017 and ends on June 30, 2018.

Flexible Spending Account (FSA):

These are accounts to which employees can choose to contribute on a pre-tax basis to reimburse themselves for eligible expenses. There are two types of flexible spending accounts available: health care expenses and dependent care expenses.

Foster Care Leave Program:

Program designed to give employees the opportunity to take leave time to deal with preparations and legal proceedings related to foster care.

Full-time Equivalent (FTE):

Full-time equivalent employees equal the number of employees on full-time schedules and the number of employees on part-time schedules converted to a full-time basis.

Functional Title:

Used to describe an employee's primary job responsibilities.

Gender Expression:

Refers to how a person expresses their gender identity, or cues people to identify another person's gender. This can include clothing, mannerisms, makeup, behavior, speech patterns, and more.

Gender Identity:

How someone identifies his/her own gender- a person's inner sense of 'being' male or female. Most people, but not all, have a gender identity of "man or woman" which is also consistent with their assigned sex at birth.

Gray Book:

The salary administration rules for managers, confidential, and unclassified employees.

Hay Evaluation System:

The Hay Guide Chart-Profile Method of Job Evaluation was originally developed to provide a systematic easily administered approach to evaluating jobs at all levels in all organizations and to facilitate pay comparisons between companies.

The application of the Guide Charts is a process of making semantic judgments about positions. The factors of the Guide Charts, and the dimensions, which make up each factor, have been developed over years of research and experience, and modified to the values of the Commonwealth of Massachusetts.

Job Change Management Questionnaire (JCMQ):

Used when existing Management Questionnaires and evaluation scores for the function are available and the job has changed significantly since its last evaluation.

Job Group:

A unit of a salary schedule which includes all classes in a position classification plan which are sufficiently comparable in value to duties and responsibilities, regardless of the field of work of which they form a part, so that the same salary range may be applied to all classes in the same unit of the salary schedule.

Job Series:

A vertical grouping of related titles so they form a career ladder.

Learning Management System (LMS):

A Learning Management System (LMS) is a centralized information system that allows learners, instructors and administrators to register, manage, deliver and track training. An LMS provides the opportunity to use interactive, state-of-the-art technologies for student/teacher interaction and communication.

Major Life Activity:

One of many functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, thinking, speaking, breathing, learning and working.

Management Questionnaire (MQ):

Used for a new managerial function; a managerial position that has never been evaluated; a managerial position for which there is no previous MQ or evaluation score; or, for which a managerial position which has undergone considerably significant change.

Manager:

Employees who are excluded from [Massachusetts General Law, Chapter 150E](#) because they assist in or directly formulate policy. The job groups MI – MXII (M1-M12), can generally identify such a person.

MassCareers:

This job posting and applicant tracking system replaced the CEO Commonwealth Employment Opportunities website that was retired in January 2017.

www.mass.gov/masscareers.

Minimum Entrance Requirements (MERs):

The prerequisites that an applicant must satisfy in order to be considered for a job title.

Model Employer Initiative:

- Seek to increase the number of people with disabilities employed by the Executive Branch;
- Explore methods to ensure the successful retention and promotion of state workers with disabilities and older workers who age into disability;
- Foster an environment and a workforce able to support and facilitate the employment of people with disabilities.

Non-budgeted Funds:

Include financial activities authorized by the legislature but funded through receipts of dedicated revenues (such as assessments, federal grants, fees, fines, investment income) and certain designations of tax revenues.

Occupational Group (Occupation):

All positions within a given discipline or field of work (all positions that are similar in kind) regardless of level of responsibility (e.g., the Professional Engineering Group).

Original Appointment:

An appointment pursuant to [Massachusetts General Law, Chapter 31](#), section 6 or section 28.

Part-Time Employee:

A person who works a regularly scheduled workweek of at least half the hours of a full-time employee and who receives benefits prorated on the percentage of time worked.

Performance and Career Enhancement System (PACE):

PACE is a web-based training registration and tracking system available to all Executive Branch employees. The system allows access to training opportunities to facilitate employee performance and career development.

Performance Recognition Program:

Program recognizing the outstanding contributions of individuals and groups of state employees who play a major role in the successful delivery of quality services to the citizens of Massachusetts.

Physical or Mental Impairment:

A condition, such as contagious and non-contagious diseases and conditions such as orthopedic, visual speech and hearing impairments, cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, developmental disabilities, emotional illness, learning disabilities, HIV disease, tuberculosis, drug addiction (if in recovery), alcoholism (if in recovery), that substantially limits one or more major life activities, such as thinking, walking, speaking, hearing, seeing, working, learning and breathing.

Position Description (also known as Form 30):

A written description of the non-management duties, responsibilities, and qualifications required of an individual position. Positions are classified, or assigned, to a particular title by comparing the position description to various Class Specifications to determine the best “fit”. This information is used by supervisors to develop performance criteria for use with EPRS and to identify training that would be beneficial to the employee.

Position Reallocation:

Any subsequent official placement of a position in a class, forming part of a position classification plan of the Commonwealth.

Probationary Performance Evaluation:

A performance evaluation for the purpose of providing information for potential use in making decisions concerning retaining employment during the probationary period.

Probationary Period:

A preliminary period of employment in which the employer assesses the employee’s ability to perform in the position.

Promotion:

A change in employment from one title to a higher title in the same job series, or to a title in a different series when the new title has substantially dissimilar requirements, which prevent a transfer.

Protected Class:

Legally identified groups that are specifically protected by statute against discrimination. These are the same individuals who should be covered by the organization's Affirmative Action /Equal Opportunity and Programmatic Access Plan.

Reasonable Accommodation:

The modification of environments, policies, programs, schedules, requirements and/or facilities to adapt to the needs and abilities of an individual with a disability, unless it would impose undue hardship. Reasonable accommodation may include building ramps, setting up TTY telephone lines, acquiring/or providing auxiliary aids or services (like amplification equipment, sign language interpreters, qualified readers, a talking computer) or modifying existing equipment and providing job restructuring, modification of work schedules, reassignments of employees and/or clients.

Reasonable Accommodation Capital Reserve Account (RACRA):

The Reserve Account is available to agencies that cannot meet the cost of providing reasonable accommodations to employees with disabilities.

Red Book:

The rules governing paid leave and other benefits for managers and confidential employees.

Resignation:

A permanent voluntary separation from service.

Seasonal:

A seasonal position is a position requiring the services of an incumbent, on either a full-time or less than full-time basis, beginning no earlier than May first and ending no later than September thirtieth or beginning no earlier than November first and ending no later than April first in any twelve-month period.

Sick Leave:

A conditional wage replacement benefit, the use of which is provided for in the Red Book, collective bargaining agreement or [Massachusetts General Law, Chapter 149, section 148c](#).

SERV (State Employees Responding as Volunteers):

Program developed to give employees the opportunity to volunteer in public or charter schools or at approved non-profits in areas of education, environment, health, human services, or public safety.

Sexual Harassment:

Massachusetts General Law defines sexual harassment as a form of sex discrimination. Sexual harassment includes unwelcome sexual advances, requests for sexual favors or other behavior of a sexual nature when:

- Submission to or rejection of such advances, requests or behavior is made either explicitly or implicitly a term or condition of employment or a basis for an employment decision; or
- Such behavior has the purpose or effect of unreasonably interfering with work performance; or
- Such behavior has the purpose or effect of creating an intimidating, hostile, humiliating or sexually offensive work environment.

Small Necessities Leave (SNL):

Provides for a total of 24 hours of unpaid leave to be used during any 12-month period, in addition, this leave is available under the Family and Medical Leave Act. SNL is by employees to participate in a school activity directly related to the educational advancement or to accompany the child or an elderly relative to routine medical or dental appointments.

Statutory Position:

A Statutory position is an unclassified position that is established with the Massachusetts General Law. Incumbents are appointed, not elected. In addition, the position's duties, compensation, and classification may be outlined in the specific language of the General Law establishing the position.

Suffolk Fellowship:

Suffolk University and the Human Resources Division offer Executive Branch managers and senior professional staff the opportunity to attend the Frank Sawyer School of Management, Master in Public Administration Program (MPA).

The Master in Public Administration program is designed for managers and senior professional staff who are dedicated to public service. The Suffolk University/Commonwealth of Massachusetts Fellowship provides the means for high performing employees to pursue a well-organized program of study to enhance management and public policy skills.

Sunshine Policy:

Executive Order 444 requires those seeking employment, within the Executive Branch agencies that report to the Governor, to disclose the names of all immediate family members and those related to the immediate family by marriage, who are employees or elected officials of the Commonwealth.

Technical Pay Law (TPL):

Administered by the Chief Human Resources Officer in concert with the Mass Office of Information Technology (MassIT), the TPL allows agencies to attract and retain qualified information technology professionals in a competitive labor market. The salary ranges established for titles associated with these IT functions are adjusted by the Chief Human Resources Officer to ensure competitive salaries.

Training and Career Ladder Program:

Training available to eligible bargaining unit employees that provides appropriate and career enhancing skills.

Transgender:

Transgender is a term that is used to refer to a person whose gender identity is different from that person's assigned birth sex. The person knows that the gender typically associated with their body does not match who they know they are inside. For this reason, many transgender people transition and live as the gender they know themselves to be.

Unauthorized Absence:

Absence without prior approval or notification to your supervisor or manager.

Union:

An employee organization, the membership of which includes public employees, for the purpose of negotiating wages, hours and conditions with the employer.

Voluntary Services Leave Program – see SERV**Workplace Violence:**

Workplace violence includes but it not limited to the following:

- Physical assault and/or battery;
- Threats and/or acts of intimidation communicated by any means that cause an employee to be in fear of their own physical safety or that of a colleague;
- Disruptive or aggressive behavior that places a reasonable person in fear of physical harm and/or that causes a disruption of workplace productivity; and/or
- Property damage.

Appendix V: Acronyms and Abbreviations

Learn more about your agency and keep this page handy as reference to all the agency acronyms we use.

The [CommonCents website](#) shows the current number of employees who work for each state agency as well as the Commonwealth as a whole.

Acronym	Description
ACES	Achievement and Competency Enhancement System
ADA	Americans with Disabilities Act
BU	Bargaining unit
COBRA	Law on right to continue health insurance under certain conditions
COMECC	Commonwealth of MA Employee Charitable Campaign
CORI	Criminal Offender Record Information
DCAP	Dependent Care Assistance Program
EAP	Employee Assistance Program
EEO	Equal employment opportunity
EMPLID	Employee ID generated by the HR/CMS payroll system
EPRS	Employee Performance Review System
ERIP	Early Retirement Incentive Program
ESC	Employee Service Center (unit within Human Resources Division)
FLSA	Fair Labor Standards Act
FMLA	Family and Medical Leave Act
Form 30	Job Description for those in a bargaining unit position
FSA	Flexible Spending Account
FY	Fiscal year; this runs from July 1 to June 30
HCSA	Health Care Spending Account
HIPAA	Health Insurance Portability and Accountability Act of 1996
HR	Human Resources
HR/CMS 9.2	State payroll/human resources system version 9.2
I-9	Employment Eligibility Verification form – authorization to work in the U.S.
JCMQ	Job Change Management Questionnaire (revised job description)
LTD	Long-term disability insurance
MGL	Massachusetts General Law
MQ	Management Questionnaire (job description)
MSERS	Massachusetts State Employees' Retirement System
M99	Manager code

Acronym	Description
OBRA	Alternative retirement plan (For Contract Employees Only)
OER	Office of Employee Relations
PACE	Performance and Career Enhancement Learning Management System
PRP	Performance Recognition Program
SSTA	Self-service time and attendance
STD	Short-term disability insurance
TCD	Time collection device
W2	End of year tax statement showing earnings, etc.
W4	Federal tax exemption form
457B	Deferred compensation (optional retirement savings plan)

The employee count is always changing but as of December 24, 2016, there were 87,031 state employees. Below is a list of Executive Branch department acronyms, names, and employee population.

Dept Code	Department Name	Total Employees
ADD	Developmental Disabilities Council	9
AGO	Attorney General Office	540
AGR	Department of Agricultural Resources	77
ALA	Administrative Law Appeals Division	31
ANF	Executive Office For Administration and Finance	285
ATB	Appellate Tax Board	20
BLC	Board of Library Commissioners	20
BSB	Bureau of State Buildings	15
CAD	Commission Against Discrimination	72
CDA	Emergency Management Agency	82
CHE	Soldiers' Home In Massachusetts	336
CHS	Criminal Justice Information Services Department	35
CJT	Municipal Police Training Committee	23
CME	Chief Medical Examiner	92
CPF	Campaign & Political Finance	16
CSC	Civil Service Commission	6
CSW	Commission On Status of Women	2
DAC	Disabled Persons Protection Commission	33
DCP	Capital Asset Management and Maintenance Division	373

Dept Code	Department Name	Total Employees
DCR	Department Conservation and Recreation	877
DFS	Department of Fire Services	73
DMH	Department of Mental Health	3,349
DMR	Department of Developmental Services	6,350
DOB	Division of Banks	155
DOC	Department of Correction	4,823
DOE	Department of Elementary & Secondary Education	445
DOI	Division of Insurance	136
DOR	Department of Revenue	1,508
DOS	Division of Standards	17
DOT	Massachusetts Department of Transportation	3,605
DPH	Department of Public Health	3,016
DPS	Department of Public Safety	153
DPU	Department of Public Utilities	154
DSS	Department of Children and Families	4,051
DYS	Department of Youth Services	850
EDU	Executive Office of Education	84
EEC	Department of Early Education & Care	184
EED	Executive Office of Economic Development	56
EHS	Executive Office of Health and Human Services	1,574
ELD	Department of Elder Affairs	59
ENE	Department of Energy Resources	62
ENV	Executive Office of Environmental Affairs	308
EOL	Executive Office of Labor and Workforce Development	1,093
EPS	Executive Office of Public Safety & Homeland Security	194
EQE	Department of Environmental Protection	671
ETH	State Ethics Commission	19
FWE	Department of Fish and Game	317
GIC	Group Insurance Commission	54
GOV	Governor's Office	72
HCF	Center For Health Information & Analysis	142
HLY	Soldiers' Home In Holyoke	343

Dept Code	Department Name	Total Employees
HPC	Health Policy Commission	60
HRD	Human Resources Division	124
IGO	Office of Inspector General	51
ITD	Massachusetts Office of Information Technology	328
LIB	George Fingold Library	11
LOT	Lottery and Gaming Commission	395
MCB	Mass Commission For The Blind	148
MCD	Commission For The Deaf and Hard of Hearing	50
MGC	Massachusetts Gaming Commission	69
MIL	Military Division	276
MMP	Massachusetts Marketing Partnership	18
MRC	Mass Rehabilitation Commission	881
OCA	Office of The Child Advocate	6
OCD	Dept of Housing and Community Development	274
OHA	Massachusetts Office On Disability	11
ORI	Office For Refugees and Immigrants	20
OSC	Office of The Comptroller	125
OSD	Division of Operational Services	103
PAR	Parole Board	174
PER	Public Employee Retirement Administration	51
POL	Department of State Police	2,547
REG	Division of Professional Licensure	107
RGT	Department of Higher Education	60
SAO	State Auditor's Office	218
SCA	Office of Consumer Affairs and Business Regulation	21
SEA	Department of Business and Technology	12
SEC	Secretary of State	549
SOR	Sex Offender Registry	47
SRB	State Reclamation Board	102
TAC	Department of Telecommunication and Cable	20
TRB	Teachers Retirement Board	84
TRE	Office of The State Treasurer	244
VET	Department of Veterans Services	55

Dept Code	Department Name	Total Employees
VWA	Victim and Witness Assistance Board	18
WEL	Department of Transitional Assistance	1,621